BH 0017-014



Karen Siegel

Director of Human Resources Phone #: 215-773-1108 Fax #: 215-328-9251

Corporate Office 255 Business Center Drive, Suite 150 Horsham, PA 19044

Company	/:				
Attention	: Amy	MIRAGLI			
	Number of Pag Including this p		Date:	1/5/98	
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MAR-24-98 WED 09:06 AM L NE PORTLOCK

16-35

1) Medical Histories 2) greeting Clients in A positive Friendly fashion i) Medical Histories

Not as well Prepared for

- D Phone Script/ Chain of Command for Phone
- 2) flow I how to amble & daily visit
- 3) Color coding in daily visit [workup of new

entara sente este en la companya de Nationale de la companya de la comp

- 4) Drop Sequence
- 5) Product pricing
- 6) Enhance Dos Age
 7) How to Document Lead bookings
 8) Program Explanation Presentation
 9) Writing up sale on leg sheet.



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1	MHK - Z				4,47				1945	k			

More training nuded in 8 __ PE-note enough roll playing ___ pricing of floor pricio not made clear - how to explore a daily wat and correct Charting - phone script mure rull playing + overcoming Concump. ___ job description for each person ue never did one from start to fined. _ now training on work upp - what goes - what goes in clumt folder + dem folder _ Suppo given out-inventory sheet

Mos 199 17:54 training alittle confusing

refer to my Notes the has harmed from the original explanation. M. Hallman need of Training. - me thang on Pt's - Knowledge of pricing on floor - Justions & sel n'a doct went Proper documentation of med & form (complete a whole red x of thesic) Jele script - more rall plant 1. de Masons for side sons - At description of what each player does in centre Groper documentation of daily of

pour - la product costs.

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JAN 05 '99 17:55

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1 1 3 3409

MAR-11-98 08:33 AM

LA MEIGHT LOSS CENTER

3/10/98 NewsArch LA Weight Loss

Faith Joslyn and Carol Stant are repensel clients who came to our center on the recommendation of previous chipman with whom they work at PARNETIANTED TENLY BUSHIK)
HBNA. Both women come in consistently 2-34 per week and one on target will. both supplement and weight loss conhancers, and binging dianes. Carol and faith come into the Center today for their visit and requested Sonya for their counseling. They were wery curious as to the position and credentials of the person when they they visited on Indaily when they were last in the Center, Sonya compained that Kathy Koch, who had seen them you their wind in 3/2 was the corporate trainer. Both women expressed remprise at then, the position considering their dissotrogachin + deappointment in the service of they neceived. They stated that they yell mery unnotivated and somewhat demondized when they lost. After neviewing their Drawer Kody pronounced year menu "Boring, boing, boing" and assured them that they would naver lose should they continue to leat that way.

MAR-24-98 WED 09:09 AM L NE PORTLOCK 368 3409 P.02

Cand and faith stated that they were discoveraged from having their visit together as they would not receive good vervice that way. (Carol and forth occasionally like to come in together if they both are on their Dunch break or are 7 1-17 ST in make to or from work together.) The wonen couplained to Sonya that Kothy toll them that the dietory suggestion and recommendature given by previous aunsilar to facilitate usignt loss were not going to work (ie spacing out entres and higher pat (sodium foods). Could and fest Statul that they lost the center feeling disenvagel and confused after It is being told to do the opposite Of what other armsolow had recommede aspecially since previous auggestion had been helpful to them and beneficial to their progress. While leaving the center on filly Faith stopped to ook another counselor (Judy) who thiswormen was and it she know the what she was stalking about. Today during their counsday visit both Carol and Jail greely admitted

MAR-24-98 WED 09:11 AM L NE PORTLOCK 1368 3409 P.01

MAR-11-98 09:36 AM LA WEIGHT LOSS CENTER 6027390561 P.02

weelend (for the first time in 10 weeks),
out at a more grustration at what took
place on friday.

Both client stand that they
work wather not suitiff langer
which weren is that meant waiting langer
for another conscler to become available.

Carel and faith requested that
this incident be reported to the
cantermonage and supervisor so
that it might not happy again.

They gurther worted that they had
no objection to speaking directly to
the manager and or Supervisor

the manager and or Supervisor

Thomselves.

France - Manager

Longe - Manager

Caud Start wk (302) 421-3052 Hm (302) 456-5701

Faith Joslyn WK(302) 421-3446 Hn(302) 292-1851

JAN 05 '99 17:56

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MAR-24-5	98 HED 09:12	*****	****	·************************************	*****	*****
MAR-13-98	9 08:57 AM		EIGHT LOSS CENTE		0 /	P. 01
	Compil	ed from	r feedbach	from M	3/12 204+J	198 L
	Did ni	st chance	a clear	understan	Ding.	ġʻ.
	- Produe	t cost	(regular +	-Bull.)	-	A light of the sound of the state of
			ils may be		-	e e e e e e e e e e e e e e e e e e e
	- Sched	ling a	Let Start , Pinch Coupon	/PE +time	· · · · · · · · · · · · · · · · · · ·	
	- Stabule	zatin,	Instruction	· (did not to	now there workshop	to)
	-Length	o or Brisher to	eah (PB/ Use a How	DB) often they a	u useo	
÷				nt & lun		
Sama haliming see the	In be					
•	Med. Hx	:-pract	ticed the	righout to	aining	a de la companya de l
JAN Ø5	- P/ - P	1000 - Da (7 0 11	1 215 328 9		GF 09

**· ·	your est to study) one son (whother trained)
. ~ .	- Workeys - "brigly touched you" - sample on board but
	No practice situations or exemples
	O man V comment of the file of

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MAR-24-98 WED 09:18 AM NNE PORTLOCK

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How training went:

RUBUH

- When training started everything was on a positive note we started up phone script we went over who answers the shift order. We also went over chain of comand the shift is were introduced to the sprone script we went around the stoom introduced to the sprone script we went around the stoom that everyone relad the sprone script (a paragraph cach) them on the last day of training the support, maintains script was introduced such as, suild rapport, maintains soript was introduced such as, suild rapport, maintains soript was introduced such as gone our the shore script whe the first day from degrinning to end. Opplaining it is the the first day from degrinning as the importance of a SDA.

If we of our drawnings also the importance of a SDA.

If we importance of a SOA was never explained such as the importance with all expected. We ask did soll playing without they are still expected. We ask did soll playing without

The part of found confuering after PE was explained to use that were not down the flip chart + did a PE |X then when the through the flip chart + did a PE |X then when the was level to use the flavor confuering after PE was explained to use. The part of found confuering after PE was explained to use the flavor of the flavor what we paper them. We also were not drown what go paper to explain them. We also were not drown what go paper to explain them to mark support purchased or work not shown how to mark support purchased or that the whole top of the trustment chart Dhowld be.

Yelled out puch as name, Center, by

- Universitive sheet + peop sheet + had to have for the define control was such as show us the peop sheet + how to so she had to rush + show us taken this training consist write in what supple were taken this training consist write in almost 5 mirs. max.

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Orlow many times (in training) were the following role-

Ophone script ? W/trainer : twice; w/pailur: 10there

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3 Hui limes

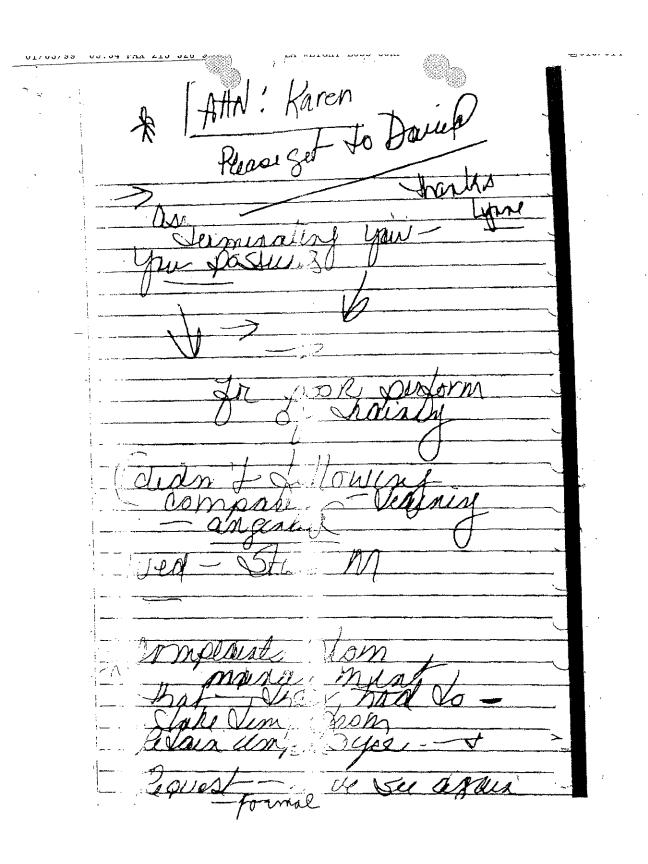
Oproduct price list? twice
6 herb dosage
7 thice
7 ledger cald? Trice

@ If you could change the training, how would you have changed the training to make it more effective?

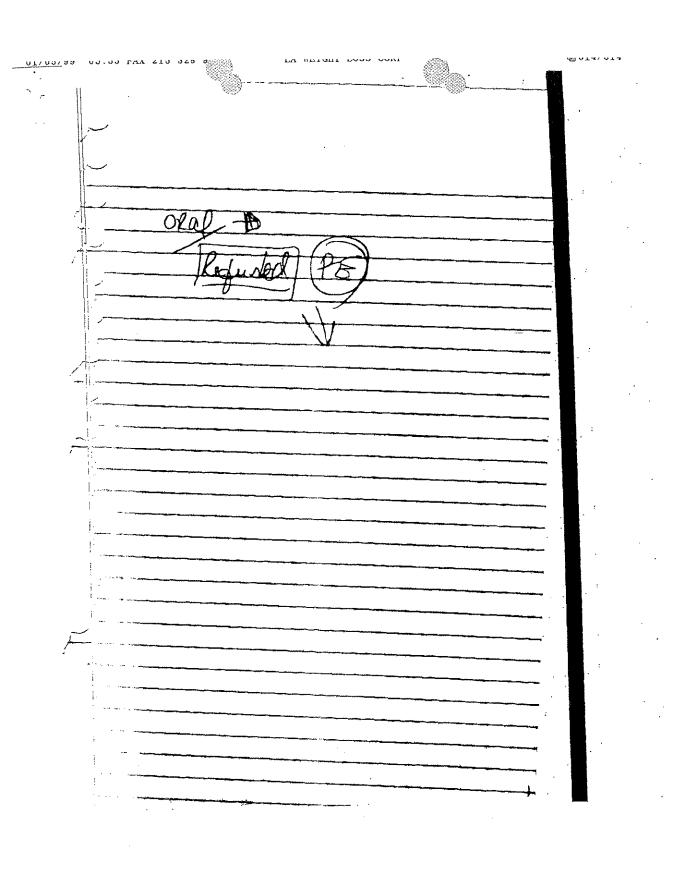
iver effective by having mere more rele-playing, eventual hands-on training (med. history, program explanation), phone script), then testing papernosts testing. 3 days before last day of training, and hands on testing a days before last day of training, and training and training to training and training to training the hands of the training to be learned that he they thereigh trainer (this was dene).

Meinerization was effective for test purposes, and this type of job purposes. Quizzes should be given throughout.

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